

### REPLACEMENT CLAIMS

Please substitute the following claims for the pending claims with the same number.

*Susy*

1. (Amended) A system for automating the processing of damage claims to company property comprising:

a dispatch division adapted to receive a report of a malfunction of the company property;

the dispatch division dispatching a technician in response to the report;

the technician providing information in an electronic format related to the malfunction via a communications network,

the network communicating with the technician and the company;

wherein the company uses the information in the electronic format related to the malfunction to generate a bill.

*A*